

Annual Report 2000

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Massachusetts Commission Against Discrimination

*(Front Cover photo Top Row, Left to Right- Geri Fasnacht, Esq., Migdalia Rivera, Sunila Thomas George, Esq., Francisco Villalobos
Middle Row, Left to Right- Yudelka Pena, Franklin Young, Sally Kolwaite, Esq., Keyette Hobbs
3rd Row, Left to Right- Jerrold Levinsky, Esq. Diane Chang, Esq., E. Yvonne Moss, Ph.D., Victor Posada
4th Row, Left to Right- Melanie Louie, Stephen Lewis, Esq.*



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THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE DEPARTMENT

STATE HOUSE • BOSTON 02133

ARGEO PAUL CELLUCCI
GOVERNOR


JANE SWIFT
LIEUTENANT GOVERNOR




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The Massachusetts Commission Against Discrimination (MCAD) stands ready to enforce the anti-discrimination laws of the Commonwealth. The MCAD operates under the charge of Chapter 151B of the Massachusetts General Laws, which prohibits discrimination in employment, housing, public accommodations and credit. Although significant strides have been made to eradicate discrimination in all forms, the Commission continues to receive a large number of complaints based on race, gender, disability, age and ethnicity.

The goal of eliminating discrimination is a daunting challenge. The responsibility belongs to all of us. We must start in our homes, neighborhoods, schools and workplaces to educate and stand up in courage against intolerance, injustice, and ignorance. We can make a difference, one person at a time.


Argeo Paul Cellucci
Governor


Jane Swift
Lieutenant Governor



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE FOR
ADMINISTRATION AND FINANCE
STATE HOUSE • ROOM 373
BOSTON, MA 02133

ARGEO PAUL CELLUCCI
GOVERNOR

JANE SWIFT
LIEUTENANT GOVERNOR

STEPHEN P. CROSBY
SECRETARY

Executive Office of Administration and Finance

Administration and Finance remains strongly committed to the mission of the Massachusetts Commission Against Discrimination (MCAD). In supporting this mission to enforce the anti-discrimination laws of the Commonwealth, Governor Cellucci and Lieutenant Governor Swift appointed dedicated people to lead the agency. By making clear our policy of diversity at the top, Dorca I. Gomez was appointed as the first Latina Chairwoman of the MCAD. Commissioner Gomez has served in the MCAD for six years, including the past 3 years as Commissioner in the Springfield office. She brings a wealth of related experience, management skills, and vision to the MCAD.

Commissioner Gomez was joined in 2000 by the appointments of two new commissioners: Cynthia A. Tucker in the Western part of the state and Walter J. Sullivan, Jr. in the Boston office. Commissioner Tucker, who comes from an active private legal practice, has previously worked with the MA legislature on Beacon Hill as well as in central Massachusetts. Commissioner Sullivan, former Chairman of the MA Alcoholic Beverages Control Commission, worked for years as an attorney in the MA Attorney General's office and as an Assistant District Attorney in the Middlesex County District Attorney's office.

During the past year, the Cellucci/Swift Administration has repeatedly demonstrated its support of MCAD and its important objectives. We signed a budget that allocated supplemental resources to the MCAD in order to assist the agency in resolving its oldest cases. Additional staff was brought on to aid in this effort to help in the reduction of the inventory of cases. We also supported the purchase of a new client management case tracking system. This system will include process automation and electronic storage of files.

This Administration looks with pride at the work of MCAD in delivering its service to the people of the Commonwealth of Massachusetts.

Stephen P. Crosby,
Secretary

**Chairwoman
Dorca I. Gomez**



"We are witnessing in our days the birth of a new age, with a new structure of freedom and justice...Now as we face the fact of this new, emerging world, we must face the responsibilities that come along with it.

A new age brings with it new challenges...First, we are challenged to rise above the narrow confines of our individualistic concerns to the broader concerns of humanity...We have before us the glorious opportunity to inject a new dimension of love into the veins of our civilization."

The Reverend Dr. Martin Luther King, Jr.

I dedicate my words to the memory of Gervasio Gomez and Petra Gomez, my maternal grandparents who migrated to this country 57 years ago in search of a better life. I am honored and privileged to be an American and also a Puerto Rican.

I would like to thank Governor Cellucci and Lieutenant Governor Swift for the opportunity to make a difference in our citizen's lives by appointing me to lead the state's chief civil rights law enforcement agency.

I would particularly like to thank Lieutenant Governor Swift for her cutting edge thinking on the state's *Family Friendly* policies and the *Diversity Initiative*. It is policies such as these that lead our state to excel in its responsibility to its employees and citizens.

(Continued on pg. 6)

**Commissioner
Cynthia A. Tucker**



I am acutely aware of the broad mandate and daunting task that looms before the Massachusetts Commission Against Discrimination (MCAD). The Commission has been empowered to protect the civil rights of the citizens of the Commonwealth since its inception over 56 years ago. It is unfortunate that bureaucratic delays in case processing have at times resulted in questions surrounding the agency's ongoing relevance. However, new regulations went into effect in 1999, and the agency is beginning to see the fruits of those regulatory changes. The vast majority of cases are being processed and reaching resolution within 18 months. With approximately 4000-5000 cases being filed annually alleging discriminatory behavior, the work of the MCAD is indispensable to quality of life issues for the citizenry. MCAD is indeed relevant.

The Commission is not simply content with administering our case processing obligations. We have committed to continually moving the Commission down a progressive path. MCAD must be a metamorphic body. As perpetrators of illegal acts become cleverer in disguising their unlawful conduct and in circumventing the law, so must MCAD be ever vigilant and more sophisticated in their detection techniques in order to unmask true discriminatory motives.

**Commissioner
Walter J. Sullivan, Jr.**



I have been at the MCAD for just over four short months. During this time, I have realized that the citizens of the Commonwealth are truly blessed to have such a hard working and dedicated group of people protecting every citizen's civil rights. The staff, with minimal recognition and resources gives over 110%, investigating charges of discrimination, prosecuting discrimination claims, mediating, and dealing with both complainants and respondents professionally and fairly. It is also incredibly rewarding to work with two extremely dedicated, intelligent and hardworking public servants. Chairwoman Dorca I. Gomez and Commissioner Cynthia A. Tucker demonstrate every day what public service is all about. They work not only to ensure that our anti-discrimination laws are being enforced, but also to ensure that people are being educated and trained to understand anti-discrimination laws and to ensure that matters are being processed through the MCAD in a just, timely, and efficient manner.

My background is in law enforcement. I was an Assistant District Attorney in Middlesex County and an Assistant Attorney General in the Massachusetts Office of the Attorney General. I prosecuted forfeiture actions and criminal cases throughout the Commonwealth.

(Continued on pg. 8)

Chairwoman-Dorca I. Gomez

(continued from page 5)

In June, Governor Cellucci appointed me the 12th Chairwoman of the Commission. Commissioner Tucker joined me in August in our Springfield office and in October Commissioner Sullivan as the second Boston Commissioner. In this year we have focused most of our attention in continuing the mission of the agency beginning with the filling of three senior manager's positions. We have also completed over twenty speaking engagements in an effort to inform our major stakeholders about the work we intend to do as the "new" MCAD leadership team.

In Fiscal year two thousand, we were blessed by an infusion of \$1.2 million additional dollars. We had previously assessed where these dollars would do the most good and immediately implemented a strategy for the contractors who joined us temporarily to reduce the inventory that the agency faced. Without the efforts of these individuals much of the work would have been left undone.

During 2000, I lost two colleagues whom I had worked with for many years. I, along with former Chairman Charles E. Walker, Jr. and Commissioner Douglas T. Schwarz, was able to make fundamental changes that revolutionized how the work of the MCAD got done. They will be missed and we at the MCAD wish them Godspeed in their future endeavors.

As the new chairwoman I have initially chosen as my theme: ***Leadership For Change***. I intend to transform the MCAD for the new millennium by utilizing management and business skills, by assessing the MCAD's internal structure and operations, reviewing case processing, its relationship to stakeholders, its public function and its public image.

Of course, the primary goal is and will always remain to improve the way the MCAD carries out its legislatively mandated mission. One of our primary challenges has been to keep the agency moving forward during a period of major transition. Fortunately, without missing a beat and continuing with our predecessor's legacies, we have been able to accomplish many goals and objectives as outlined in this report.

"This country cannot afford to be materially rich and spiritually poor."

President John F. Kennedy

Initial areas for major improvements that I have chosen are:

- Leadership Initiatives
- Enforcement and Legislative Strategic plans
- The revision and refinement of our regulations
- The continuation of issuing guidelines to help citizens understand the law (i.e. genetic discrimination)
- Reorganization, procedural, and management changes
- Continuing to improve relationships with our federal counterparts
- Expanding and strengthening MCAD's role in public education
- Preventing discrimination through "best practices" in human resources, training, management and informal avenues of dispute resolution
- Expanding outreach to all protected categories, including recent immigrants, as well as traditional constituencies
- Revitalizing the public's image of the role of the MCAD

Former Chairman Walker, Commissioner Schwarz and I recognized that bringing the Commission into the elec-

tronic age was of paramount importance in meeting the needs of our citizens and major stakeholders, primarily by providing the most timely, efficient, and quality service available to our clients. On December 27th, we signed a contract with Steelpoint Technologies, Inc. of Boston. The MCAD, in partnership with our Information Technology Division and Steelpoint, will provide the MCAD with a client management system that will allow us to provide the quality of service to meet our client's needs.

This year Governor Cellucci signed into law a bill, "An Act Relative to Insurance and Genetic Testing and Privacy Protection. A part of the law makes it illegal for employers to discriminate against their employees based on their genetic information. This is the first proactive and preventive anti-discrimination law that has been implemented to protect prior to any claims being filed. Usually a law is filed because historically persons are being discriminated against for a specific reason.

This law adds another "protected" categories under Chapter 151B, the anti-discrimination laws we enforce. In an attempt to be prepared for any genetic discrimination claims that may be filed, we are creating a task force to research and prepare us to take any genetic discrimination employment complaints. We plan to hold public informational hearings across the state and will also create a "cheat-sheet" for clients to learn what exactly is genetic discrimination. We have hired a consultant to do the research to seek grants from funding sources to complete these goals.

The MCAD remains sensitive to the need of balancing the responsibility to enforce the law and not to interfere with employer-employee relationships. We understand how difficult it is for the thirty three thousand employers to keep current with an environment that is constantly changing. We also understand that small employers may have a greater need for training. Therefore, we are researching ways to create a self-sustaining MCAD training institute that will provide training for smaller public and private organizations.

In closing, I want to thank the people in Eastern Massachusetts who have welcomed me with open arms in my transition as Chairwoman. Citizens of the Commonwealth, Governor Cellucci, Lieutenant Governor Swift, Legislators, representatives of the legal community and colleagues in state government, my promise to you is to do the best I can with my God given gifts and to provide redress in the most dignified manner. I will honor the public trust you have placed in me.

*"I am child of the Americas,
a light skinned mestiza of the Caribbean,
a child of many Diaspora, born into this continent at a crossroads*

*...I am not African. Africa is in me, but I cannot return.
I am not taina. Taino is in me, but there is no way back.
I am not European. Europe lives in me, but I have no home there.*

*I am new. History made me. My first language was Spanglish.
I was born at the crossroads
And I am whole."*

"Child of the Americas," Aurora Levins Morales

Commissioner Cynthia A. Tucker

(continued from page 5)

I enter the MCAD full of enthusiasm, ideas, and hope. To paraphrase Hugh Price, President of the National Urban League, "Even amid the worldwide economic boom of the decade, amid all the fascination that the combined forces of the internet and the market dynamics of globalization which are bringing people of the world closer together, amid all the affluence of these United States... you would think that we should be moving closer to a realm of mutual respect and understanding... yet there abound undisputable and ever present forces of racial and ethnic hatred..." The ongoing climate of discrimination and the number of cases filed with the MCAD make a compelling case that there is a distinct need in our society for the MCAD.

This Commission is bound to focus the power of the agency on the broad underlying problems of ignorance which plague our society and underlay discriminatory conduct through amplified community relations, training, and overall enhanced educational initiatives.

Specifically, I am actively involved in meeting with focus groups, which will culminate in an expansive, inclusive Central/Western MA regional conference. In addition, MCAD West will hold town meetings to listen to and inform the general population. Training sessions will also be utilized to inform and heighten MCAD's visibility. MCAD is the expert in the field of discrimination law and we intend to showcase our work and the talents of our committed staff.

The juxtaposition of our improved regulations, more efficient processing of cases, heightened visibility, and outstanding staff place us in the best ever position to do our job: To protect, preserve and enhance the civil rights of the citizens of this Commonwealth.

Commissioner Walter J. Sullivan, Jr.

(continued from page 5)

In addition, I served as Chairman of the MA Alcoholic Beverages Control Commission, which is an agency that enforces the Liquor Control Act. There, I heard matters regarding licensees who allegedly violated the Act and ABCC regulations. I also heard matters that were appealed from decisions of local licensing boards. With my prosecutorial background, I believe I bring to this job both investigative and litigation skills along with a personal commitment to preserve the civil rights of the citizens of the Commonwealth. I will work hard to learn and will approach my new role as Commissioner with the same dedication and commitment as my fellow employees of the MCAD.

I look forward to a future at the MCAD that involves not only enforcing our discrimination law, but also working on developing education and prevention programs, on revising the Agency's regulations, and on developing a new technologically enhanced case management system. Further, I look forward to correcting misconceptions of the MCAD and demonstrating to the citizens and the stakeholders the reality of the hardworking and committed MCAD employees that I have come to know.

Finally, I want to thank Governor Cellucci and Lieutenant Governor Swift for giving me the opportunity to serve as a Commissioner of the MCAD and for the commitment they have in addressing discrimination and ensuring true diversity in government.

MCAD Advisory Board

The MCAD Advisory Board serves as the '*eyes and ears*' of the Commission relaying to the Commissioners pertinent opinions, comments, or concerns on behalf of profit and non-profit businesses and organizations, educational institutions and citizens of the Commonwealth. Board members represent a cross section of the community, including community groups, civil rights organizations, business leaders and owners and members of the academic community. The Governor appoints members of the MCAD Advisory Board. Current MCAD Advisory Board members are:

John Adkins	Jacqueline J. Hogan	Anne-Marie Ofori-Acquaah
Edmund F. Burke	Laurence Hogan	Stephen B. Perlman
Russell L. Chin	Sherman R. Josephson	Christopher Perry
William G. Conley	Pat Lomans	Marjorie Perry
Jonathan R. Elliot, Sr.	Dr. Lawrence D. Lowenthal	Nam Van Pham
Luis Garcia	Alexander Macmillan	Tom Saltonstall
Lynn Girton	Terence P. McCourt	Jonathan T. Spampinato
Frederick T. Golder	Eve Moss	Richard Williams
Jeffrey L. Hirsch	Lisa Canto Nikula	Stephen Wright

Federal Partnerships

Equal Employment Opportunity Commission

The Equal Employment Opportunity Commission (EEOC) is an agency of the U.S. government charged with fighting discrimination in employment on the federal level. MCAD is the state agency charged with enforcing the anti-discrimination laws within the Commonwealth. Eighty per cent of the employment discrimination cases at the MCAD are dual-filed with EEOC, which provides approximately twenty-three per cent of MCAD's funding.

Ida L. Castro is the Chairwoman of EEOC and Spencer Lewis is the District Director for New York and the New England area. MCAD works directly with the personnel of Mr. Lewis's, including Joseph Alvarado, State and Local Coordinator in the New York regional office. Robert Sanders, Area Director in Boston and Anne Giantonio are the liaisons to the Commonwealth.

US Department of Housing and Urban Development

MCAD investigates cases, provides research and educational outreach and, in return, the United States Department of Housing and Urban Development (HUD) contributes to the Agency's budget. In year 2000, HUD provided 19.5% of the MCAD's annual budget. Through agreement, HUD and the MCAD work in partnership to combat discrimination in housing.

In accordance with federal statutes and procedures, the MCAD staff conducts investigations into complaints that are dual-filed with HUD. Additional funding from HUD enabled the Commission to increase the staff in the housing unit as well as increase intake in the unit by 50 %. Housing discrimination complaints filed with the MCAD rose from 252 in 1999 to 357 in 2000.

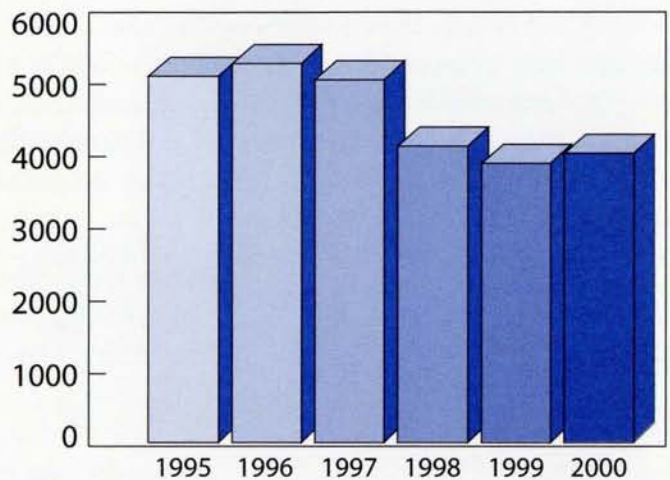
Members of the MCAD/HUD partnership are HUD Secretary Mel Martinez; Marcella Brown, Regional Director; Bob Buzza, Program Center Director; Merryl Gibbs, Branch Chief; Tim Robison, Branch Chief; Craig Amziah, Branch Chief, and Mary Sales in the Boston Regional Office.

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2000 Facts and Figures

The number of complaints filed in the year 2000 at the MCAD rose slightly from the number filed in 1999. There were 4400 cases filed in 2000.

Cases Filed

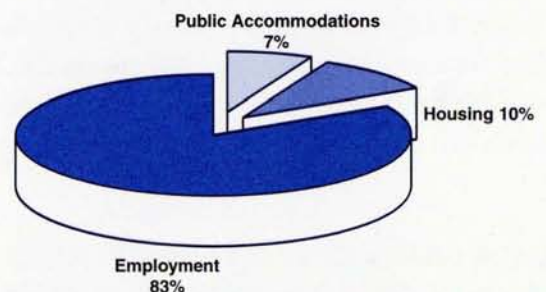


Complaints By Type

In a breakdown of complaints filed by type, employment related claims remained the highest filings at 83%

Housing claims filed were 10% and public accommodations claims 7%

Complaints By Type

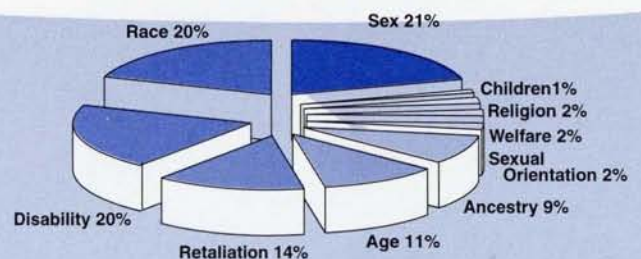


Complaint by Protected Class

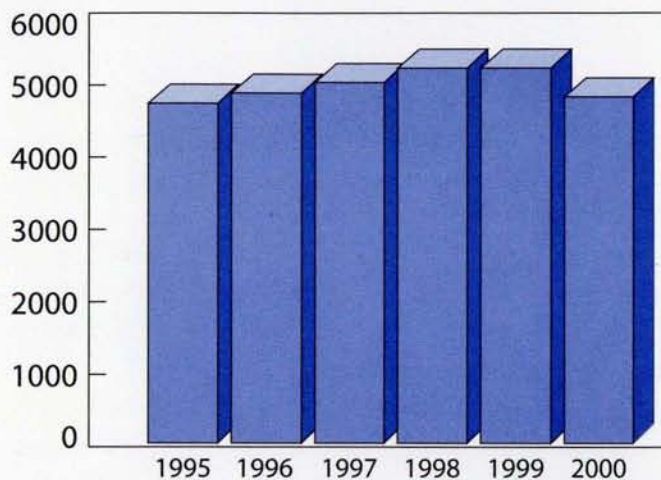
The top six categories of complaints filed in employment by protected class were:

Sex	21%
Race	20%
Disability	20%
Retatiation	14%
Age	11%
Ancestry	9%

Complaints By Protected Class



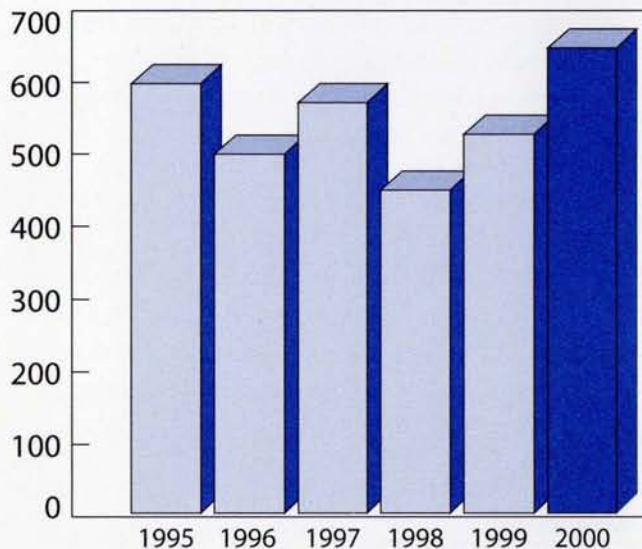
Cases Resolved



Cases Resolved

The number of MCAD complaints resolved in the year 2000 continued to be high. There were 4900 cases resolved

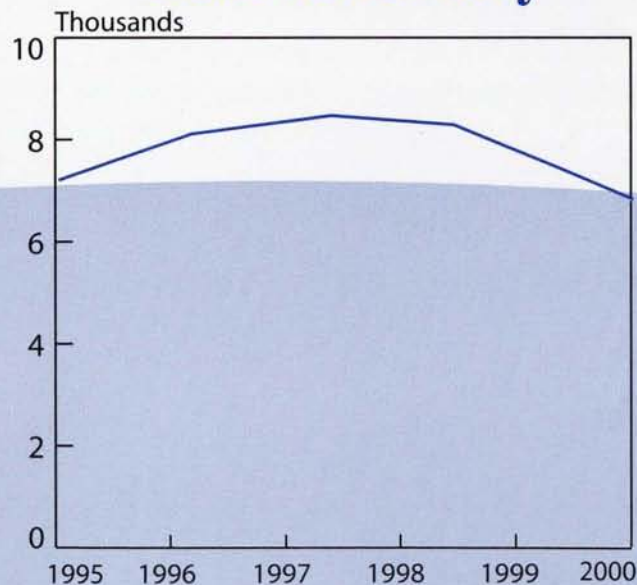
Probable Cause Findings



Probable Cause Finding

670 cases were investigated that resulted in a probable cause finding during the year 2000. This increase was due in part to the added effort to resolve older cases in the Investigative Unit.

Case Inventory



Case Inventory

Extra resources were added during the year 2000 which contributed to the reduction of the case inventory. The direction of the growing inventory was reversed by continuing a three-year trend in closing more cases than were filed.

US Department of Housing and Urban Development

• Research and Grants

In an effort to increase our educational outreach and to increase our resources the MCAD hired a consultant to enhance organizational capacity and to provide research support to the Chairwoman and Commission staff. Areas of research have included: first amendment rights and public accommodations, affirmative action, genetic discrimination, diversity initiatives, and civic education on race and ethnicity.

The areas of prospective funding the MCAD has been examining include: technological applications, diversity and cultural contact in the workplace, leadership and innovations in government, genetic discrimination, civil rights enforcement, housing discrimination enforcement, education and outreach, and capacity building.

A major accomplishment this year has been the pending award of \$500,000 HUD SupperNOFA 2000 PEI-FHPC (Private Enforcement Initiative-Fair Housing Partnership Component) competitive grants jointly to the MCAD and the Housing Discrimination Project in Worcester (HDP). The MCAD and HDP will work with the John F. Kennedy School of Government at Harvard University to increase capacity for housing discrimination enforcement. This effort, through research and grants to expand the resources available to more effectively serve the people of the Commonwealth, is a part of the larger goal of transforming the MCAD to provide *Leadership for Change*.

US Department of Justice

The United States Department of Justice, Office of Special Counsel for Immigration Related Unfair Employment Practices, and the MCAD signed a memorandum of understanding in the fall of 2000. This partnership, the first of its kind between MCAD and the US Department of Justice, will enhance services for the Immigrant and Refugee communities in the state. United States Congressman Barney Frank, State Representative Jarrett Barrios, and Stephen Crosby, Secretary of the Executive Office for Administration and Finance attended the signing ceremony. Training was also provided by the Department of Justice for the entire MCAD staff on procedures under the Reform and Control Act of 1986, which covers immigrants in employment. Subsequent training was provided for the MCAD Intake staff on how to document such complaints.

The Office of Special Counsel for Immigration Related Unfair Employment Practices in the Civil Rights Division of the U.S. Department of Justice was established to ensure that all work-authorized individuals, U.S. citizens and non-citizens alike, are not subject to discrimination in the hiring process because of their national origin, citizenship status, or because they are thought to look or sound foreign.

State Partnerships

Administration and Finance, Fiscal Affairs, Central Business Office, and Information Technology

The MCAD handles thousands of cases on an annual basis. Historically, the number of new cases filed each year has increased and with the recent legislative changes in genetic discrimination and potential protected status to virtually all MA residents, the MCAD is likely to see an even sharper increase in claims in the future. The need for creating efficiencies in the handling of cases was critical to the future of the success of the agency.

The Commission, bracing itself for the on-slot of a potential caseload increase, immediately understood the limitations of its current case processing system and moved through the State's *Request for Proposal* process to select a vendor to implement a new case processing system. MCAD entered into a formal agreement with SteelPoint

Technologies, Inc., of Boston, to design, develop and implement a Case Management System (CMS). The system will include workflow (process automation) and electronic storage of case files. Through workflow, the CMS will increase efficiencies and allow pro-active assessment and process improvement.



SteelPoint Technologies, Inc., located in Boston, is the leading provider of strategic management solutions and offers eGovernment strategy, implementation, and hosting services using a proven methodology that ensures rapid deployment and limited risk.

In order to put into practice the new case management system it was necessary to implement infrastructure improvements to the Commissions computing environment. ITD, through its MassMail project, invited the Commission as one of the charter agencies. For the Commission this entails new servers operating at higher speeds and multi-connections with other State agencies. It will also enable the Commission to link its three offices (Boston, Springfield and Worcester) with high-speed connectivity.

Intergovernmental partnerships contributed to making these technological advances possible. They include: Governor Cellucci and Lieutenant Governor Swift, the Executive Office of Administration and Finance (ANF) Secretary, Stephen Crosby; the Governor's Fiscal Affairs Division, David Lewis; the Information Technology Division, Julia Burns; ANF's Central Business Office, and the MCAD's Information Technology liaison, Franklin Young. Mr. Young worked with Theresa Sacco, ITD, and Aaron D'Elia, Fiscal Affairs Division, for more than two years to bring these projects into fruition.



(Top photo- Stephen P. Crosby, Secretary, Executive Office of Administration and Finance, US Justice Department Special Counsel John Trasvina, and United States Congressman Barney Frank at the signing of the memorandum of understanding regarding immigration employment practices.)

(Bottom photo- MCAD Chairwoman Dorca I. Gomez and John Trasvina Esq. Office of Special Counsel for Immigration Related Unfair Employment Practices in the Civil Rights Division of the US Department of Justice.)

State Partnerships

MCAD/Attorney General's Office

In 1999, Amanda Berube filed a complaint of discrimination with the MCAD alleging that she had been subjected to employment discrimination while working at The Children's Place, a retail chain of children clothing stores with more than 200 stores nationally. Specifically, Ms. Berube alleged that while working at The Children's Place managerial staff instructed her to target minority customers for shoplifting, offer store benefits to white customers and not black customers, treated black customers more rudely than white customers, and made many racially discriminatory statements about black individuals and customers.



In response to the serious allegations the MCAD, in conjunction with the MA Attorney General's office conducted a testing program in which black and white testers were sent out to many of The Children Place stores in Massachusetts to assess whether black customers were treated differently than white customers. The results of this testing program were that black customers were, in fact, being targeted for shoplifting, not offered the same benefits as white customers, and treated more rudely by sales and managerial staff.

Following this testing, the Attorney General's Office filed a complaint of discrimination with the MCAD on behalf of the Commonwealth. Shortly thereafter The Children's Place entered into a consent decree with the MCAD and the AG's office. In addition to an extremely comprehensive management and staff-training program to be approved and monitored by the MCAD and AG, the decree requires The Children's Place to donate \$50,000 in money or goods to a Massachusetts based non-profit organization(s) that benefits needy children.

Many calls were received from the public at the MCAD expressing appreciation of pursuing this case. The MCAD will continue to work with the Attorney General's office in investigating such complaints and conducting such testing programs.



Human Rights Commissions

Through a contract with MCAD, local community Human Rights Commissions (HRCs) investigate and resolve complaints in the same manner as MCAD. There are twenty-seven HRCs in the Commonwealth. Eight are under contract with MCAD to investigate local complaints of discrimination. These partner commissions render immeasurable assistance to MCAD's efforts to effectively serve the people of the Commonwealth.

(Top photo- MCAD Springfield staff; second from left, Commissioner Cynthia A. Tucker. Bottom photo- Boston and Springfield senior staff at a recent "Leadership for Change" team meeting. Second from left, back row, Chairwoman Dorca I. Gomez.

Training

A new Director of Training, Rebecca Shuster, hired in the latter part of the year, immediately began the work of setting goals and objectives for both internal and external training programs for the MCAD. From July 2000 to the end of the year nineteen (19) external trainings were conducted. Once the planning process is complete expanded external efforts will focus on assessing and responding to training requests from the public. The Commission will also assure that remedial training required by case settlements, Commission decisions and court orders is carried out. The training office will also focus on fulfilling outreach goals through proactive efforts to educate key training audiences regarding emerging subject areas.

The Commission launched its second annual Discrimination Prevention Training Program, co-sponsored by Massachusetts Continuing Legal Education. The program prepares trainers to conduct sessions on EEO and diversity, sexual harassment, and disability accommodation.

Office of Communications

The MCAD Office of Communications (OOC) is in direct communication with the Governor's Press Office and the Executive Office of Administration and Finance' (ANF) Office of Communication. The OOC also responds to the Governor's Office of External Affairs regarding inquiries received from constituents. Serving as the Legislative Liaison, The OOC receives inquiries from the State House and District offices of MA senators and representatives. Most inquiries are concerning constituent cases.

The OOC receives media requests daily from both print and electronic media across the state, as well as national media, usually surrounding case decisions or decisions with a national impact. These and all inquiries receive a prompt response. The OOC works diligently to open and nurture all communications with major constituents, stakeholders and other state agencies.

In addition to external communications, the OOC is in charge of internal communication. Collecting quarterly reports from MCAD units, the OOC edits and distributes an in-house report to staff and commissioners. The Edward W. Brooke Scholarship program, the MCAD Annual Report, posters, invitations, programs, including the graphic design/and layout, all fall within the projects of the OOC. Je'Lesia M. Jones is the Director of Communications

Conciliations

For the calendar year 2000, 907 cases were scheduled for conciliation. This is a marked increase from the figure of 448 in 1999. Due to increased resources, the actual number of conciliation sessions held increased from 260 in 1999 to 550 in 2000. Of this amount, an unprecedented 273 cases were settled. The dollar value of these settlements was \$4,894,759, a dramatic increase from \$2,350,450 a year ago. With the addition of a full-time equivalent mediator and Vanessa Davila, an energetic and capable assistant, the unit met its challenge for the year.

Worcester Office

In November 2000, MCAD held a press conference in the city council chambers at the Worcester City Hall to officially open the MCAD Worcester Office. The Worcester Office is located at 22 Front Street, 5th floor. The office operates on Monday – Friday, 8:45 to 5:00 p.m. Intake/Investigator Gilda Guzman is assigned to the office. Jeannine Rice, Investigator, works at the office three days per week (Monday, Wednesday, and Thursday). The telephone numbers for the MCAD Worcester office are: 508-799-6379 and 508-799-7271.

The Edward W. Brooke Scholarship



The Edward W. Brooke Scholarship Award program marked its fifth year in 2000. Five high school juniors from across the State were awarded scholarships in honor of the former Massachusetts Attorney General and first African American elected to the United States Senate post Reconstruction. The essay contest question was: *What is the necessity of racial and cultural diversity in your public or private education? How does racial and cultural diversity benefit you, your community and society as a whole?*

The 2000 Edward Brooke Scholars were:

Margaret K. Wittbold, North Andover, **Charline Sath**, Revere, **Ashley Speliotis**, Danvers, **Claudine Johnson**, Mattapan, and **Roxanna Myhrum** of Springfield.

Each winner was awarded a \$2,000 scholarship toward their college tuition and a paid summer internship at the MCAD.

2000 Leadership Highlights *"Leadership For Change"*

Appointment of Dorca I. Gomez
MCAD's 12th Chairwoman

Transforming the MCAD
or the New Millennium:

Appointment of Cynthia A. Tucker,
Commissioner, MCAD – West

New Client Management System
Reorganization: Operational and Structural

Appointment of Walter J. Sullivan, Jr.
Commissioner, Boston

Internal and External Training
Maternity Leave Guidelines issued April 2000

Hiring of Rebecca Shuster,
Training Director

US Department of Justice partnership
(Immigration employment practices)

Hiring of Yvonne E. Moss, Ph.D.,
Consultant, Research & Grants

US Housing & Urban Development Grant:
SuperNOFA PEI-FHPC Grant
(joint award MCAD and the
Housing Discrimination Project, Worcester).
The MCAD and HDP will work with
Harvard University's John F. Kennedy
School of Government

Announcement of Je'Lesia M. Jones,
Communications Director

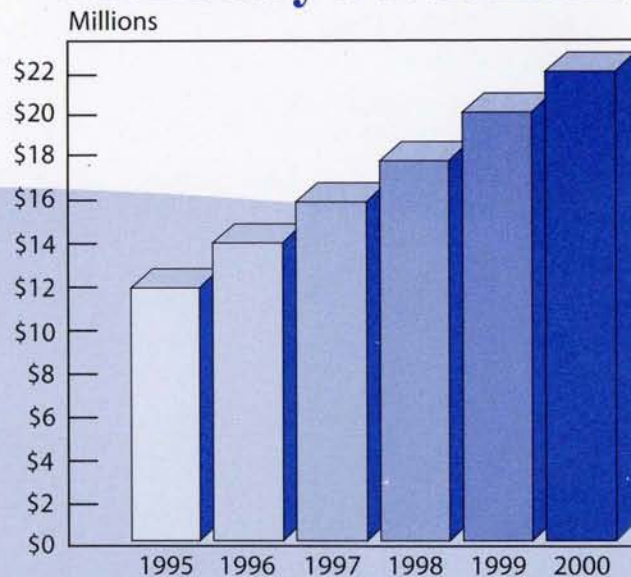
MA Attorney General's Office & MCAD
Partnership to confront public
accommodation discrimination

Farewell to Chairman Charles E. Walker, Jr. and Douglas T. Schwarz, Commissioner

MCAD Budget

Budget Fiscal Year 2000	
FUNDING	
State Administration	\$ 2,447,941
Subtotal State	\$ 2,447,941
Federal HUD Title VII	\$ 824,123
Federal Equal Employment Opportunity Contract	\$ 955,290
Subtotal Federal	\$ 1,779,413
Total Commission Funding	\$ 4,227,354
EXPENSES	
Personnel	\$ 1,907,985
Contract Personnel	\$ 1,442,670
Other Personnel Costs	\$ 177,161
Local Human Rights Commission	\$ 18,960
Office Rent	\$ 44,712
Telephone	\$ 41,825
Equipment Cost	\$ 346,935
Equipment Maintenance Leases	\$ 35,718
Office Supplies	\$ 155,293
Travel	\$ 21,152
Postage	\$ 34,943
Total Commission Expenses	\$ 4,227,354

Monetary Settlements

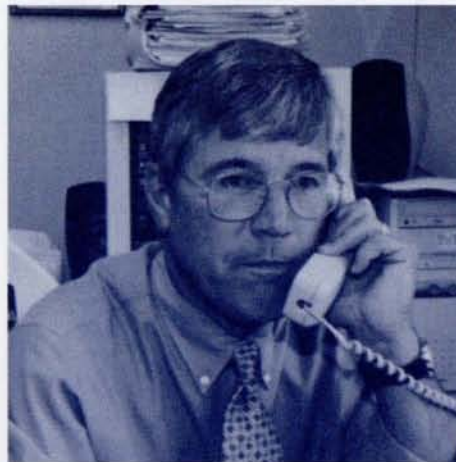


Massachusetts Commission Against Discrimination

One Ashburton Place
Boston, MA 02108
617-727-3990

436 Dwight Street, Room 220
Springfield, MA 01103
413-739-2145

22 Front Street
Worcester, MA 01614
508-799-6379



(Photos, from top to bottom, left to right: Je'Lesia M. Jones, Communications Director and Beverly Ward, Esq., Boston Office; Alan Cassella, Senior Manager, Springfield; Susan Lopiparo Barrett, Esq., Springfield; Michelle Carnevale, Esq., Investigator, Boston; and Elizabeth Addinola, Receptionist; Boston Office.)

MCAD's HISTORY

In 1944, in response to the findings of a legislative commission set up to investigate the problem of discrimination in Massachusetts, Governor Maurice Tobin appointed a four-member committee to study ways of combating discrimination. The committee recommended the establishment of a Commission with the power to enforce laws prohibiting discrimination on the basis of race, color, religious creed, national origin or ancestry.

The Massachusetts Legislature passed a bill in 1946 creating the Fair Employment Practice Act and an agency to enforce the act, the Fair Employment Practices Commission. In 1950 the Commission's name was changed to the Massachusetts Commission Against discrimination (MCAD). Jurisdiction was also expanded to include housing and public accommodations. Since then, the MCAD's mandate has grown to include gender as a protected class, families with children and recipients of public assistance, age, disability, sexual orientation, and genetic discrimination. The Commission also has the power to award damages for emotional distress, lost wages and benefits, attorney's fees, and other legal costs.